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	Filing Date		2006-07-10	
	First Named Inventor	Craig Michael Surette		
	Art Unit	2617		
	Examiner Name	Khair Minh Nguyen		
Attorney Docket Number		053436-014100		

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1	CAREY GILLAM, "Language Line Gives Guests A Chance To Reach Out Touch A Translator", The Kansas City Business Journal, August 30, 1991, Page 2, Vol. 9 No. 50"	<input type="checkbox"/>
2	(author not indicated), "The Phone Call That Speaks Your Language", Money magazine, June 1991, Page 32, Vol. 20 No. 6	<input type="checkbox"/>
3	(author not indicated), "News and Reports - AT&T Language Line", Managing Service Quality, 1995, Vol. 5 No. 1	<input type="checkbox"/>
4	(author not indicated), "NHS Direct Translator - National Health Services", Chemist & Druggist magazine, September 25, 2004	<input type="checkbox"/>
5	BLAYNE CUTLER, "Multilingual Marketers Work For The Police", American Demographics, January 1992, Page 10, Vol. 14 No. 1	<input type="checkbox"/>
6	(author not indicated), "Telephone Translators Covered In Deal Between SSH And California Company", Hospital Materials Management, June 2002	<input type="checkbox"/>
7	FREDERICK GABRIEL, "Providers Say 'Ah', 'Ay' and 'Oy' - Health Care Providers Which Treat Non-English Patients Must Contend With Cultural And Linguistic Challenges", Crain's New York Business, January 26, 1998, 14(4):30	<input type="checkbox"/>
8	BRENDAN B. READ, "Gracias Por Llamar (Thank You For Calling)", Call Center Magazine, October 2003, Page 32, Vol. 16 No. 10	<input type="checkbox"/>
9	PHIL ZINKEWICZ, "In Any Other Language - Translators Handle Emergency Calls Or Business/Industry Needs", Insurance Advocate, March 8, 2004, Page 2	<input type="checkbox"/>
10	LANGUAGE LINES SERVICES, "Language Line Services Tutorial"	<input type="checkbox"/>
11	LANGUAGE LINE SERVICES, "Commonly Asked Interpretation Questions And Answers", June 22, 2004	<input type="checkbox"/>

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12	LANGUAGE LINE SERVICES, "Over-The-Phone Language Interpretation ... How Does That Work Exactly?", <a href="http://www.language-line.com/prod_serv_interp.php">http://www.language-line.com/prod_serv_interp.php</a> , 2 pages	<input type="checkbox"/>
13	TELE-INTERPRETERS, "Tele-Interpreters On-Call", <a href="http://web.archive.org/web/19990128224906/http://www.teleinterpreters.com/">http://web.archive.org/web/19990128224906/http://www.teleinterpreters.com/</a> , 8 pages	<input type="checkbox"/>
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Please see 37 CFR 1.97 and 1.98 to make the appropriate selection(s):

☐ That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(1).

**OR**

☒ That no item of information contained in the information disclosure statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to the knowledge of the person signing the certification after making reasonable inquiry, no item of information contained in the information disclosure statement was known to any individual designated in 37 CFR 1.56(c) more than three months prior to the filing of the information disclosure statement. See 37 CFR 1.97(e)(2).

- ☐ See attached certification statement.
- ☐ Fee set forth in 37 CFR 1.17 (p) has been submitted herewith.
- ☐ None

**SIGNATURE**

A signature of the applicant or representative is required in accordance with CFR 1.33, 10.18. Please see CFR 1.4(d) for the form of the signature.

Signature	/pablo e. tapia/	Date (YYYY-MM-DD)	2007-01-03
Name/Print	Pablo E. Tapia	Registration Number	52,275

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